



DEPARTMENT OF THE ARMY  
U.S. ARMY CORPS OF ENGINEERS  
FINANCE CENTER  
5720 INTEGRITY DRIVE  
MILLINGTON TENNESSEE 38054-5005

REPLY TO  
ATTENTION OF:

CEFC-QR  
SOP No. UFC-09

Revised: 3 December 1998

## **STANDING OPERATING PROCEDURE ESTABLISHING FEMA CUSTOMER ORDERS AND PREPARING REIMBURSABLE BILLINGS**

1. **PURPOSE.** This Standing Operating Procedure (SOP) outlines procedures for establishing and amending Federal Emergency Management Agency (FEMA) customer orders in CEFMS; and for preparing bills.

2. **APPLICABILITY.** The provisions of this SOP apply to all USACE activities. This guidance supercedes previous instructions set forth in FEMA Task Letters, Project Orders, and Interagency Agreements.

### **3. REFERENCES.**

- a. ER 37-2-10, Financial Administration, Accounting and Reporting – Civil Works Activities
- b. CEFC-AO Memorandum, 8 December 1997, Subject: Updating/Creating CEFMS Work Items with Command Indicator Codes
- c. SOP UFC-02, Standing Operating Procedure, Accounts Receivable and Debt Collection.

### **4. RESPONSIBILITIES.**

a. Activities must amend all existing and establish all future floodplain management customer orders to include the following information shown on the Interagency Agreements, Task Letters, and/or Project Orders:

- **INTERAGENCY AGREEMENT NUMBER (IAA)**
- **COMMUNITY AND COUNTY/STATE**
- **FEMA'S FUNDING ACCOUNT NUMBER**
- **PROJECT ORDER NUMBER**

b. All emergency response (disaster) customer orders will include the following information found on the Request for Federal Assistance (RFA) form. Although the funding account number and ALC may not always appear on the RFA, billings should not be delayed due to non-availability of the funding account or ALC.

- **MISSION ASSIGNMENT NUMBER**
- **DISASTER DECLARATION NUMBER**
- **FEMA'S FUNDING ACCOUNT NUMBER\***
- **AGENCY LOCATION CODE (ALC)\***

c. The Finance Center will generate bills for supported activities on the 1<sup>st</sup> workday of each month. Supported activities will "PRINT" floodplain management and emergency response (disaster) bills on the 3<sup>rd</sup> workday of each month and mail to the appropriate address (see paras. 6.b. and 8.c.).

d. Activities not supported by the Finance Center will generate bills each month, print the bills, and mail to the appropriate address (see paras. 6.b. and 8.c.).

e. Each activity should review bills before mailing to FEMA (or to another Corps activity) to ensure that the information FEMA requires is printed on the bills. MISSING INFORMATION SHOULD BE MANUALLY INSERTED ON THE BILLS BEFORE FORWARDING FOR PAYMENT.

f. Activities certifying FEMA bills should not hold floodplain management bills awaiting final billing. We are no longer prohibited from mailing invoices to FEMA for payment until receipt of final billings. Therefore, activities should promptly forward monthly bills to FEMA (see para. 6.b.).

g. In accordance with reference 3.b., activities will update existing FEMA work items with the special command indicator code (CIC) 99FEM. Components responsible for creating work items for FEMA customer orders should ensure prompt CIC coding.

h. Follow-up procedures for FEMA bills will be in accordance with SOP UFC-02, Accounts Receivable and Debt Collection.

## **5. FLOODPLAIN MANAGEMENT CUSTOMER ORDERS.**

a. Floodplain Management consists of three Categories:

- (1) **FIS – Flood Insurance Study**
- (2) **LMMP – Limited Map Maintenance Program**
- (3) **CAP – Community Assistance Program**

b. The following table shows CEFMS fields that must be populated with FEMA data.

**CUSTOMER ORDER – ORDER INFORMATION Screen 2.13**

<b>CEFMS FIELD TITLE</b>	<b>FEMA' S INFORMATION TITLE</b>	<b>SAMPLE ENTRY</b>
<b>CUSTOMER ORDER NO</b>	INTERAGENCY AGREEMENT (IAA)	<u><b>EMW-89-E-2978</b></u>
<b>CUSTOMER REF NO</b>	FEMA'S FUNDING ACCOUNT NUMBER PROJECT TITLE/ PROJECT ORDER #	<u><b>92-3-6100-2589-2-3600(F)</b></u> <u><b>CAP/ PO#7</b></u>
<b>OTH CUSTOMER REF NO</b>	COMMUNITY & COUNTY/STATE	<u><b>COON RAPIDS, ANOKA CTY, MN</b></u>

c. Only cite one community and one FEMA funding account per customer order. Amend existing FEMA customer orders to avoid the manual process of inserting required data on bills.

d. All floodplain management customer orders should cite 58X4236 as the source appropriation. The following is an example for establishing the source appropriation:

**CUSTOMER ORDER-SOURCE APPROPRIATION - Screen 2.13.6**

<b>CEFMS FIELD TITLE</b>	<b>FEMA'S INFORMATION TITLE</b>	<b>SAMPLE ENTRY</b>
<b>APPROP DEPT</b>	FEDERAL EMERGENCY MANAGMENT.	<u><b>58</b></u>
<b>APPROP FY</b>		<u><b>X</b></u>
<b>APPROP SYMBOL</b>	NATIONAL FLOOD INSURANCE FUND	<u><b>4236</b></u>

e. All floodplain management customer orders should cite 96X3122 as the financing appropriation per ER 37-2-10. Floodplain Management is a sub-category under 96X3122.

**CUSTOMER ORDER-FINANCING APPROPRIATION–Screen 2.13.9**

<b>CEFMS FIELD TITLE</b>	<b>CORPS' INFORMATION TITLE</b>	<b>SAMPLE ENTRY</b>
<b>APPROP DEPT</b>	CORPS OF ENGINEERS, CIVIL	<u><b>96</b></u>
<b>APPROP FY</b>		<u><b>X</b></u>
<b>APPROP SYMBOL</b>	CONSTR, GENERAL COE, CIVIL	<u><b>3122</b></u>

6. **FLOODPLAIN MANAGEMENT BILLS.**

a. No additional documents are required for floodplain management bills. If FEMA customer orders are established in accordance with this SOP, required information will be automatically printed on bills.

b. All floodplain management bills must be forwarded to:

**Federal Emergency Management Agency  
Office of Financial Management  
500 C Street SW, Room 723  
Washington, DC 20472**

c. Activities **SHOULD NOT** send bills to the FEMA Regional Office.

7. **EMERGENCY RESPONSE (DISASTER) CUSTOMER ORDERS.**

a. The following tables show CEFMS fields that must be populated with FEMA data.

**CUSTOMER ORDER – ORDER INFORMATION Screen 2.13**

<b>CEFMS FIELD TITLE</b>	<b>FEMA'S INFORMATION TITLE</b>	<b>SAMPLE ENTRY</b>
<b>CUSTOMER ORDER NO</b>	<b>MISSION ASSIGNMENT NUMBER</b>	<b><u>COE-UFC-01TN</u></b>
<b>CUSTOMER REF NO</b>	<b>DISASTER DECLARATION NUMBER FEMA'S FUNDING ACCOUNT NUMBER</b>	<b><u>FEMA-1203-TN</u> <u>97-6-1008-2506-2-9097</u></b>
<b>OTH CUSTOMER REF NO</b>	<b>AGENCY LOCATION CODE (ALC)</b>	<b><u>58-01-0020</u></b>

b. The “OTH CUSTOMER REF NO” field can have additional descriptive information added to the customer order after the ALC. This is not a FEMA requirement for bills but is helpful for research purposes. The following is an example of additional descriptive information:

<b>CEFMS FIELD TITLE</b>	<b>ADDITIONAL INFORMATION</b>	<b>SAMPLE ENTRY</b>
<b>OTH CUSTOMER REF NO</b>	<b>CEFMS WORK ITEM - MISSION ASSIGNMENT TITLE</b>	<b><u>001T32 - DEBRIS</u></b>

c. All emergency response (disaster) orders should cite 58X0104 as the source appropriation.

**CUSTOMER ORDER–SOURCE APPROPRIATION DATA Screen 2.13.6**

CEFMS FIELD TITLE	FEMA'S INFORMATION TITLE	SAMPLE ENTRY
APPROP DEPT	FEDERAL EMERGENCY MANAGEMENT AGENCY	<u>58</u>
APPROP FY		<u>X</u>
APPROP SYMBOL	DISASTER RELIEF, FEMA	<u>0104</u>

d. All emergency response (disaster) orders should cite 96X3125 as the financing appropriation per ER 37-2-10. Disaster Relief is a sub-category under 96X3125.

**CUSTOMER ORDER–FINANCING APPROPRIATION DATA Screen 2.13.9**

CEFMS FIELD TITLE	CORPS' INFORMATION TITLE	SAMPLE ENTRY
APPROP DEPT	CORPS OF ENGINEERS, CIVIL	<u>96</u>
APPROP FY		<u>X</u>
APPROP SYMBOL	FLOOD CONTROL & COASTAL EM, COE CIVIL	<u>3125</u>

## **8. EMERGENCY RESPONSE (DISASTER) BILLS.**

a. Supporting documentation for emergency response (disaster) bills must include the following:

- (1) List of contracts and purchase order numbers
- (2) Detail cost ledger by work item
- (3) Detail labor cost report by work item (include regular/overtime hrs and dollars)
- (4) Mission Assignment Reimbursement Transmittal form:
  - (a) Signature of Emergency Manager (or designee)
  - (b) Signature of Finance & Accounting Officer (or designee)

b. The following information will be manually inserted on (disaster) bills:

- (1) Billing Period
- (2) Partial number or Final

c. All emergency response (disaster) bills must be sent to:

**Federal Emergency Management Agency  
Disaster Finance Center  
Attn: Mission Assignment, Bldg. 708  
P O Box 800  
Berryville, VA 22611**

9. **CUSTOMER ORDERS FROM A CORPS ACTIVITY.** Customer orders received from another Corps activity will be established in accordance with para. 5.b. (for floodplain management) or paras. 7.a. and 7.b. (for disaster relief). The performing activity will use the government order number assigned by the requesting Corps activity as the customer order number. The source appropriation, in this case, will be the financing appropriation cited on the customer order by the requesting Corps activity. All bills should be forwarded to the requesting Corps activity for payment. The bills should not be sent directly to FEMA. Activities will provide the same supporting documentation for disaster relief bills when billing Inter-Corps activities as would be provided to FEMA (reference paras 8.a. and 8.b.).

10. **REPORTING REQUIREMENTS.** Activities will submit a monthly Delinquent FEMA Receivable Report for bills greater than 90 days old to the Finance Center, Accounting Response Division by E-mail or fax to (901) 874-8574. Reference enclosure 1 for report submission format. The report is due by the 15<sup>th</sup> calendar day of each month.

FOR THE DIRECTOR:

/s/  
BETH KRAUS  
Deputy Director, Administration

## DELINQUENT FLOODPLAIN/DISASTER BILLS OVER 90 DAYS

MONTH END: AUG 98

### FLOODPLAIN FORMAT

Interagency Number	Bill Number	Bill Date	Amount	(Community & County/State)	Project Title	FEMA Funding Account #
EMW-89-E-2977	00300000	30-Oct-95	\$2,163.98	Lakeville, Dakota Cty, MN	LMMP	92-3-6100-2589-2-3600 (F)
EMW-89-E-2978	00300001	31-Oct-95	\$2,164.98	Lakeville, Dakota Cty, MN	FIS	92-3-6100-2589-2-3600 (F)
EMW-89-E-2978	00300004	30-Nov-95	\$1,178.95	Coon Rapids, Anoka Cty, MN	CAP	92-3-6100-2589-2-3600 (F)
			<u>\$3,343.93</u>			

### DISASTER FORMAT

#### Mission Assignment

Number	Bill Number	Bill Date	Amount	Disaster Declaration	WORK ITEM
COE-SAD-02	4296	28-Sep-97	\$6,937.89	FEMA-955-DR-FL	A00556

\* This is a sample of required information needed for each delinquent receivable reported to UFC.

This information is due by the **15th calendar day** of each month.

Please forward your submission via e-mail or fax to Brenda Ponder.

Fax submissions should be sent to **901-874-8574**

#### PROJECT TITLE LEDGER FOR FLOODPLAIN:

LMMP = Limited Map Maintenance Program

FIS = Flood Insurance Study

CAP = Community Assistance Program (e.g., Hurricane Preparedness Studies for Evacuation for the Gulf Atlantic Coastal)

*Enclosure 1*

**Project Order #**

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